

Boyd, Jocelyn

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From: Cassandra Becker [cassandra@beckercomplete.com]
Sent: Tuesday, January 13, 2009 10:22 AM
To: 'Hammonds, Lessie'; Easterling, Deborah; Boyd, Jocelyn
Cc: 'Gibbs, Heather'; tony.mastando@deltacom.com; 'Houck, Jean'; chris.fuller@deltacom.com; 'Dauphinais, Brandon'; 'Beckum, Cam'; angie@beckercomplete.com; keith@beckercomplete.com
Subject: Testimony Due Date RE: Docket No. 2008-306-C

Dear Lessie,

Despite the verbal understanding I had with the Deltacom sales rep and her district manager, it turns out that I **do not** have their promises in writing. Marilyn Beck and Cam Beckum KNEW that one free relocation was the **ONLY** way we would have considered changing services as we were just closing on buying our new property when they solicited our business. I got duped. I have been back through all my paperwork. The addendum that I thought I was being so careful to request, only said I could keep my numbers **during** the move. It had omitted the verbal understanding of the move being included and I did not catch it.

The bottom line is that I cannot afford the \$1500 buyout fee. We will have to ride out our contract if there is no other option. Since our paperwork was filed, I have been contacted by several other businesses who have similar stories or worse ones. Without any supporting documents, **I will not be able to file testimony.**

Please close out our case. I believe this is all that can be done legally unless Deltacom chooses to make an ethical decision instead of only those they are required to do by fine print. I appreciate the help of your department.

Thank you,

Cassandra S. Becker

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